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#### BARBER - Kinzer PPS GAL RE 0012668

#### Remington Arms Co., Inc. **Product Service** Legal Case #:5084 Case Information RE# Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete Date Opened 11/15/2010 11/30/2010 11/11/2010 211917 11/30/2010 Customer Information City Street State Zip Age Type Business First Name Last Name Contact H 207-650-6830 3 Mallison Falls Rd. Windham ME 04062 Vincent Incident Joshua E jvincent@portlandsafe.com Incident Information **Medical Status** Claims Codes **Repair Est.** Medical Treatment PI PD Cause:4038 Could Not Duplicate Concern Unknown Concern: 1007 Fired on Safe Release S C FSR 11/12/10: Customer called in. He stated on 11/11/10 he had a FSR. No damage - No injury. df **Firearm Information** Mfg. Model/Ga. SKU DOM Type Serial Bbl. Remington CF/BA 700/270 WIN 25771 C6883247 5/2/1994 **Date Purchased** Where Purchased Accessories **Original** Owner WAL-MART WAREHOUSE #3R Y Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Reim. Cash Cash Settlement **Release of Claims Release Date** Reimbursement Date Date Settlement APV APV Per Ilion - Repair @ n/c - gesture of goodwill **Repair/Replacement** Repair/Replacement Cost Date \$62.23 12/6/2010 11/15/10: Sending ARS, ltr, form & box. Box order# 1159140. df 12/6/10: Per Fred S. - Could not duplicate concern. Sluggish movement of trigger due to sticky residue. TA had been adjusted. Install new TA @ n/c - gesture of goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
			Was unable to duplicate concern at bench.

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case

12/6/2010

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#### BARBER - Kinzer PPS GAL RE 0012669

Cause	4038	Could Not Duplicate Concern	However, the trigger movement was very sluggish returning under sear due to sticky residue inside the housing. Also, the trigger had been adjusted outside of the factory.	
	Description	- -	22 inch Model 700 270 caliber	]
	Date Code		СО	]
	Bore Plugged	False		
Barrel	Bulged	False		
	Fired	False		
	Fired while Obstructed			
		Slightly Worn; Functioning		
	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
Bolt	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Slightly Worn; Functioning		
Extractor	Condition	Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True	Ĵ	
	Condition	Select	]	
Magazine	Box Condition	Slightly Worn; Not Functioning		
	Exterior Condition	Worn; Functioning		
Overall	Stock Condition	Abused; Functioning	Large gouge on right side of stock	
	Fore End Condition	Select		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False	]	
Safety	Description		Model 700	]
	Function	Slightly Worn; Functioning		
Sear	Lift	Select	not measured	]
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Abused; Functioning	Sticky residue under bolt stop release and inside trigger housing. Sluggish movement of the trigger
			5.25 lbs	1 <u> </u>

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case

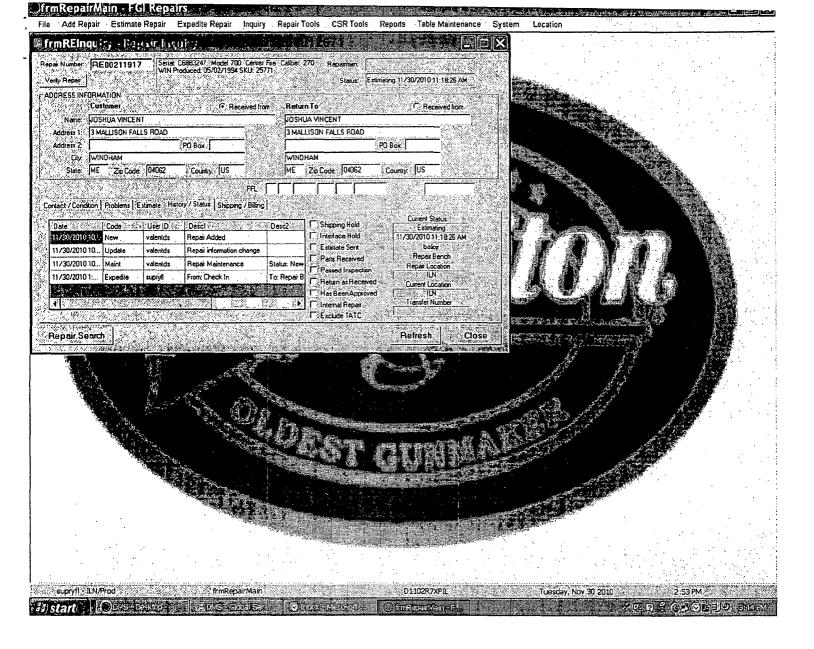
12/6/2010

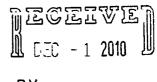
## BARBER - Kinzer PPS GAL RE 0012670

Altered	Line	Both front screw have been adjusted outside of the factory.	
Sub- Assembly	M/700 Non- Bolt Lock		

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BY:----



November 12, 2010

BC6883247

700

Model:

Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830

Ref: # 5084

Dear Mr. Vincent,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

Sincerely, D. Fulcher Consumer Affairs Administrator Remington, H&R, Marlin Phone: 1-800-243-9700 Fax: 336-548-7872

Sluggish movement of trigger due to sticky residue. Install New Trigger assembly NIC as gesture of good will,

Could not duplicate concern.

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

## BARBER - Kinzer PPS GAL RE 0012673

Print	Reset					
Model	Serial					
Number: 700	Number: C6883247					
Are you the original ow	ner?: 🕅 YES 🖾 NO					
Name: Joshua Vincent	Date of Purchase:					
	Address (no PO Boxes): 3 Mallison Falls Rel					
City: Wind heim	State: ME Zip: 040Gス					
Phone (Daytime): ଅତୀ - ଞ୍ଚ ଜେଏ- ଜେଞ୍ଚ ନେୟ:						
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) vincent & Pertland Safe, com						
	E-mail Address:					
Please describe your problem and date of occurrence: 11/11/10 - Loaded rifle and Safty would not move from fire to Safe-opened boilt 30 fty would move reloaded Rifle moved Safty to fire and rifle discrarged trigger uses not pressed.						
500 cha	racters left					
Manufacturer: Winchester	Type: Failsafe					
Other (i.e. bullet weight/type, shot size, powder): 140 gr						
Handload Information:						
Powder Used:	Powder Weight:					
Case/Hull Used:	Primer Used:					
Bullet Type/Shot Size:	Reloader Used:					
Firearms Care (Cleaning and Lubrication):						

http://www.remington.com/asp/factory\_repair\_form.asp BARBER - Kinzer PPS GAL RE 100912670310

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## BARBER - Kinzer PPS GAL RE 0012674

Brand of cleaning solution used:				
How often do you clean the bore? (Months or Number of rounds) 20 - 40 - 45				
How often do you clean the action? (Months or Number of rounds) 20-40 rds				
How often do you clean the trigger assembly? (Months or Number of rounds)				
Brand of lubricant used:				
How often do you lubricate the bore? (Months or Number of rounds)				
How often do you lubricate the action? (Months or Number of rounds) ఎల-గం				
How often do you lubricate the trigger assembly? (Months or Number of rounds)				
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?				
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)				
What were the services performed?)				
Ship your INSURED firearm by either UPS or Parcel Post to:				
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357				
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.				
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper				

http://www.remington.com/asp/factory\_repair\_form.asp

## BARBER - Kinzer PPS GAL RE 0012675

## return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your

carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

http://www.remington.com/asp/factory repair\_form.asp

#### BARBER - Kinzer PPS GAL RE 0012675

PS 14563

www.remington.com

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Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

# ARS LABEL REQUEST FORM

DATE:		11/15/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACK	(A) 10 lbs
RLEASEICHECKIONE MEDIA COORDINATOR TO MAIL			i WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 5084 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

REEASE COMPLETE ALL PARTISIOF THIS FORM AND SEND TICHTEMEDIA. COORDINATOR

4XX596 NOV 15, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969066053171 REF 1:JOSHUA VINCENT/CD/DMF 1 OF 1 REF 2:5084/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 SVC T/P USD RS 0.50 SD 0.00 COD 0.00 DGD 0.00 AH 0.00 PR 0.00 TOT PUB CHG 7.42 SP 0.00 PUB+HANDLING 7.42